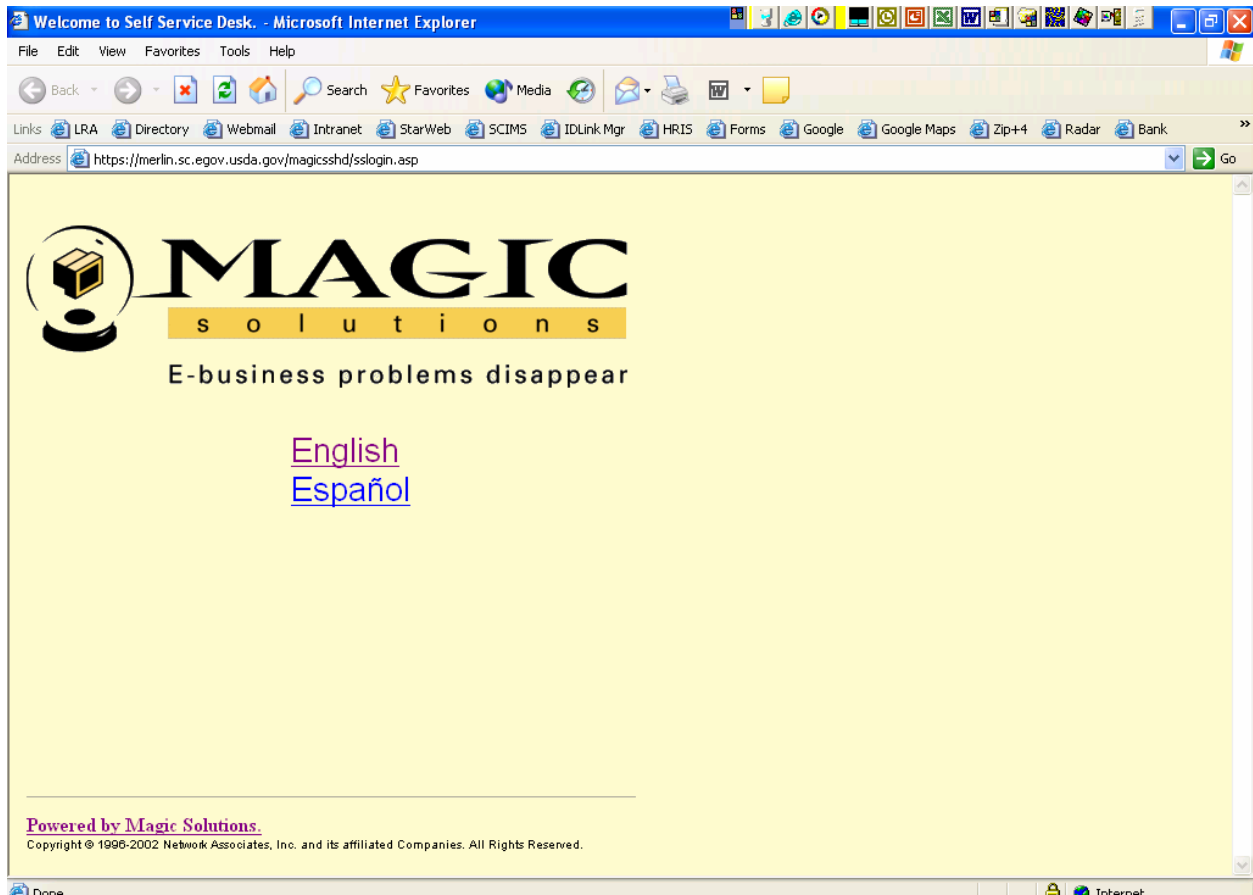


USING THE MAGIC SELF SERVICE SOFTWARE



Double click the MAGIC icon on your desktop (if you have one) or go to the following URL: <https://merlin.sc.egov.usda.gov/magicsshd/>. You can also access the Self Service Module from the ITS Service Desk NewsFlash Page (<http://helpdesk.its.nrcs.usda.gov/newsflash/>) and Select the Magic Merlin Self Service Icon.

Choose your language by clicking on the link.

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The screenshot shows a Microsoft Internet Explorer browser window with the address bar displaying <https://merlin.sc.egov.usda.gov/magicsshd/PreLogin.asp?langsettings=1>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar contains buttons for Back, Forward, Stop, Home, Search, Favorites, Media, and a folder icon. The Links bar shows various shortcuts like LRA, Directory, Webmail, Intranet, StarWeb, SCIMS, IDLink Mgr, HRIS, Forms, Google, Google Maps, Zip+4, Radar, and Bank. The main content area has a yellow background and features the MAGIC logo with the tagline "E-business problems disappear". Below the logo are two tabs: "Sign Into Magic Merlin Self Service" (active) and "Getting Started with Self Service". The "Sign In" section contains a "Client ID:" label with a text input field, a "Password:" label with a text input field, and a "Sign In" button. Below these is a link for "New User or Forgot Password". A note states: "Select if you are a New User to Magic Self Service or you forgot your Password." To the right of the sign-in fields is a list of four instructions: 1. Contact the ITS Service Desk at 800-457-3642 if you experience problems or select "New User or Forgot Password"; 2. Create a favorite web page using your browser and the URL <https://merlin.sc.egov.usda.gov/magicsshd>; 3. Change your password immediately after login by clicking Support/Contact Information; 4. Submit and monitor your own Tickets! At the bottom left, it says "Powered By Magic Solutions" and "Copyright c 1996-2001 BMC. All Rights Reserved."

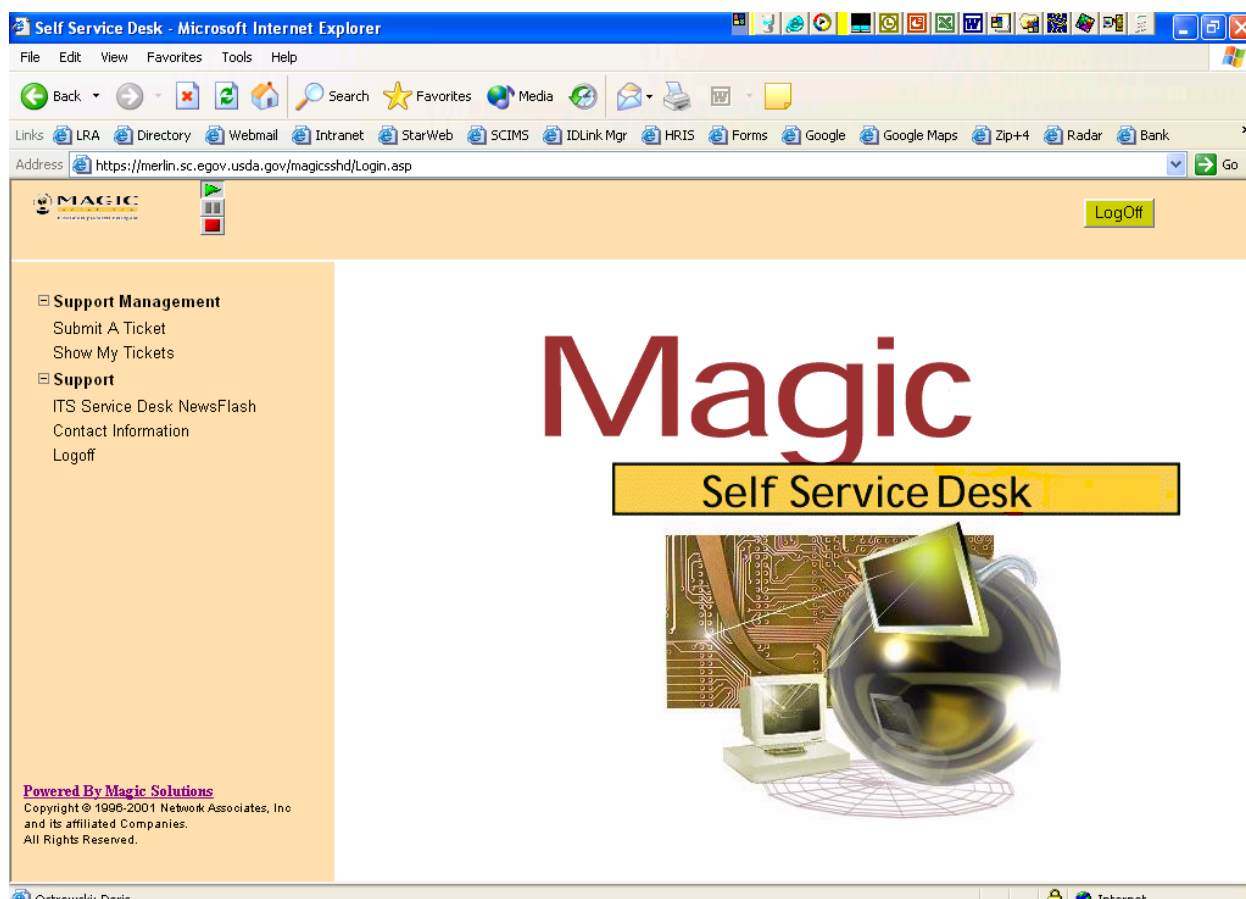
At this log in screen enter the numbers portion of your iCAMS (eAuth) user id.

For example if your log on id is XY123456. In the Client ID field you would enter 123456.

In the password field enter the password assigned to you in the email you received.

Click the SIGN IN button OR press enter.

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Procedure to Change Self Service Password.

1. Logon on to Self Service
[HTTPS://merlin.sc.usda.gov/magicsshd/](https://merlin.sc.usda.gov/magicsshd/)
2. Click on Language desired. (English) version is referenced in rest of this resolution.
3. Enter Client ID and Password
 - a. Client ID is CAMS Id [without the Alpha Characters]
Some new and non-Govt employees may have another ID.
 - b. Password will be emailed to users that request new account or reset of an account.

NOTE: If not receiving email may be due to initial email address may have been entered in error. Common errors that have occurred are email address entered like first.last@st.usad.gov or first.last@st.usda.gov

If do not receive email notification within 24 hours call 800-457-3642 to report problem with no email notification of Self Service new account.

4. Click on Sign In button
5. Click on Contact Information [Under Support - Click the + sign if not visible.]
6. Highlight the Password [series of bars]
7. Enter new password.
CAUTION: Do NOT use any special character in new password.
8. Click on Submit button.

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9. On the Confirm New Password Screen, Re-Enter the new password in "Confirm New Password" box
and press OK button.

10. IMPORTANT - Click on Submit button again. This saves the change to the password.

Can correct other information and click submit. CAUTION with email - It must be in the format displayed to work properly.

If your new password will not let you into Merlin Self Service, try using the prior password [the one you used to get in when you thought you changed the password].

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The screenshot shows the 'Self Service Desk - Microsoft Internet Explorer' window. The address bar displays 'https://merlin.sc.egov.usda.gov/magicsshd/Login.asp'. The page features a navigation menu on the left with 'Support Management' (Submit A Ticket, Show My Tickets) and 'Support' (ITS Service Desk NewsFlash, Contact Information, Logoff). A 'LogOff' button is in the top right. The main form contains fields for Client ID (050961), Phone ((860)688-7725), Ext. (107), First Name (Doris), Last Name (Ostrowski), Password (masked), Address, City, State, Zip, Building, Mail Drop, and Room. A 'Submit' button is at the top of the form. The footer includes 'Powered By Magic Solutions' and copyright information for Network Associates, Inc.

This screenshot shows the same login page as above, but with a 'Confirm New Password - Microsoft Internet Explorer' dialog box open. The dialog box has 'OK' and 'Cancel' buttons and contains two password fields: 'New Password' and 'Confirm New Password', both with masked input characters. The background login form is partially visible and slightly dimmed.

In the password field, highlight the boxes that are there and type your new password and click the SUBMIT.

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TO SUBMIT A SELF HELP TICKET:

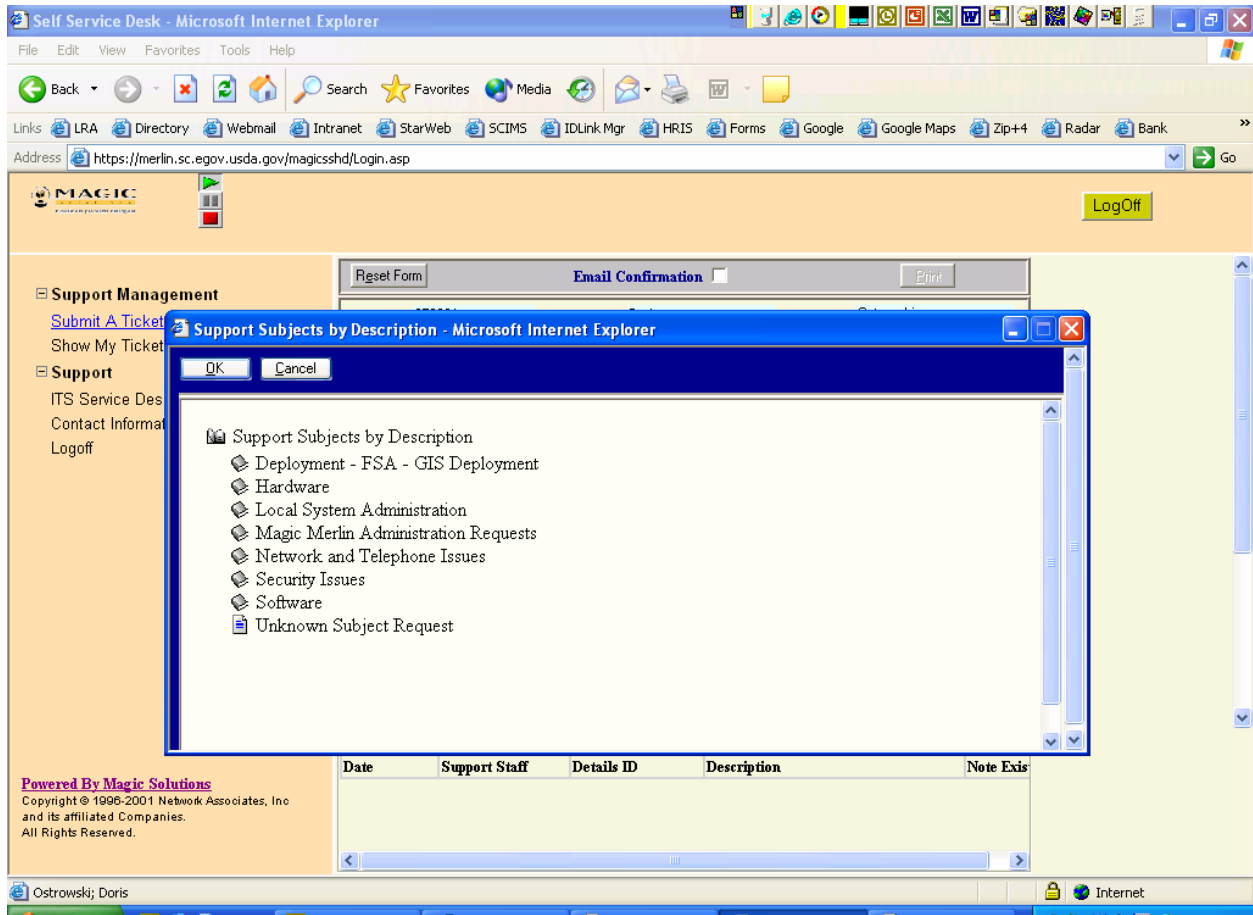
Under SUPPORT MANAGEMENT click on the SUBMIT A TICKET link. The form at the right of the links bar will appear with your information filled in.

If you would like an email confirmation of your ticket submission click the box next to EMAIL CONFIRMATION in the middle of the gray bar.

If at any time during completing the ticket you would like to clear the form and start over, simply click the RESET FORM button on the left side of the gray bar.

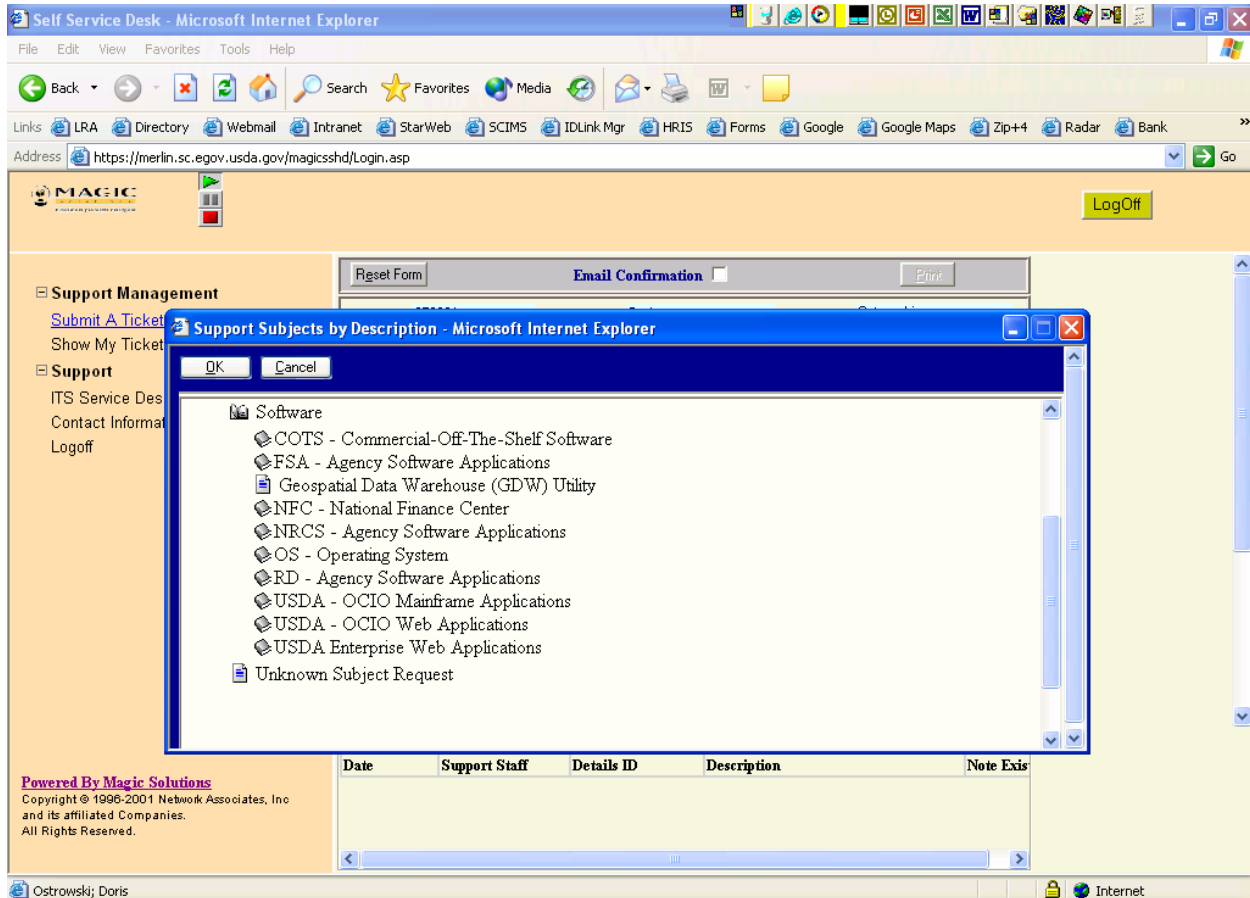
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Click the button at the right of the SUBJECT fill in box and the following screen will appear:



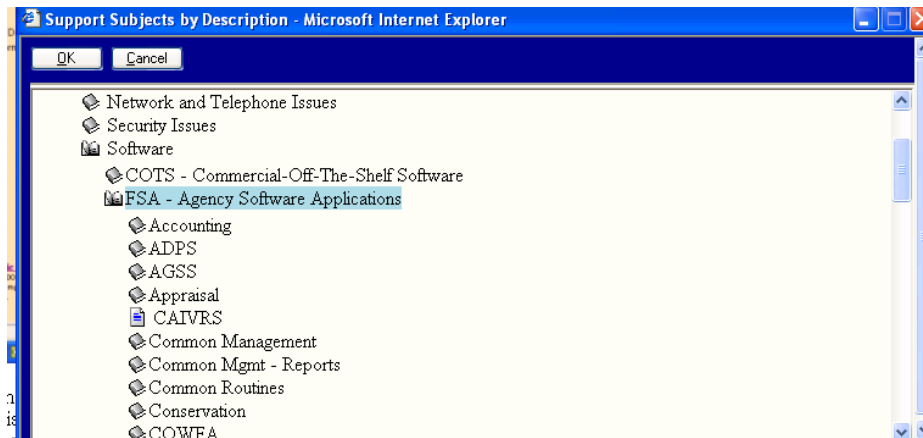
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Click on the book icon to the left of the subject to expand the subject as shown below:



Choose the item that best describes the problem you are having. If, for example, the problem is with agency specific software but none of the sub headings are exactly what you are having issues with, just highlight the appropriate agency software application line and click the OK button.

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Here I have selected FSA-Agency Software Applications. If nothing on the tree below this heading is exactly where my problem is then I highlight FSA AGENCY SOFTWARE APPLICATIONS and click OK.

Being as specific as you can will help the ITS staff that pick up the tickets know where your problem lies. If you can't find the exact topic then try to pick a subject that at least points in the general direction.

Do not get hung up on picking the exactly correct item. These subjects are a guide used by ITS staff to get a sense of where the problem lies. Do your best to be as specific as you can within reason.

After you choose the subject, the subject description automatically fills in.

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Use the blue scroll bar on the right hand side of your screen to move to the bottom of the page. Click in the white area of the REQUEST DESCRIPTION OR NOTE and type your best description of the problem you are experiencing. Try to be clear and concise.

When you have completed typing your problem description, click on the SUBMIT button. Your request has now been sent to all of the ITS staff in the Northeast.

After you have submitted a ticket you can view tickets by clicking on SHOW MY TICKETS under SUPPORT MANAGEMENT.

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Self Service Desk - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail

Links LRA Directory Webmail Intranet StarWeb SCIMS IDLink Mgr HRIS Forms Google Google Maps Zip+4 Radar Bank

Address https://merlin.sc.egov.usda.gov/magicsshd/Login.asp Go

MAGIC

LogOff

Support Management

- Submit A Ticket
- Show My Tickets

Support

- ITS Service Desk NewsFlash
- Contact Information
- Logoff

Sorted By: Incident # Search < Previous Next >

State : ☒ Open ☐ Closed ☐ Both ☐ Client ☐ Dept. ☐ Company Go To Page: 1

Double click on a Column Title to sort Page 1 of 1 (1 records)

Incident #	Status	State	Open Date	Due Date	Client ID
105522	OPEN	O	02/25/05	02/25/05 10:01:21 AM	050961

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This is an example of the screen you will see with your tickets listed. Here you can see the status of the ticket and when it was submitted.

Double click on the ticket to check on the status.

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Support Management
Submit A Ticket
[Show My Tickets](#)

Support
ITS Service Desk NewsFlash
Contact Information
Logoff

Client ID 050961 **Phone #** (860)688-7725 **Ext.** 107
Name Doris Ostrowski

Incident # 105522 **Opened** 02/25/05 9:08:03 AM
Subject FSA_WBSUB_ELIG **Due Date** 02/25/05 10:01:21 AM

Note

Description
When we first starting doing elections on the web I was unable to load my candidates. The FSA help desk determined that I was linked to an incorrect site ID. I was linked to the State Office site ID instead of the Windsor office. I wonder if something similar is happening here.
I have assigned this to FSA HD-Hb

Resolution

Details : ☐ User ☐ System ☒ All **Total Duration:** 00:00:00 **Page 1 of 1 (7 records)**

Time	User	Action	Description	Status
02/25/05 10:02:15 AM	HBUNNELL	WO_OPEN	Opened WO 39529	N
02/25/05 10:03:38 AM	BIZRULES	HD_SUBJ_CHANGE	Subject Changed To FSA_WBSUB_ELIG	N

The top arrow above shows that Herb assigned this ticket to FSA-HD. The second arrow shows where you can view all the steps that your ticket has taken since it left your hands.

If an ITS person is able to resolve your ticket their actions taken will be in the RESOLUTION box. This ticket can now be used as a tool for you should you encounter this problem again. You can still view this ticket after it has been closed.

Under SUPPORT there is the ITS SERVICE DESK NEWSFLASH link which will take you to the site where the newsflashes are stored. This site may or may not be useful to you.

When you are finished with your session you can either choose the LOGOFF link under SUPPORT or you can simply click the green LOGOFF button on the upper right of your screen. Click OK on the pop up screen that appears.

As always...if you have any questions or concerns, please feel free to your ITS Technical Support Representative or you may call the ITS Service Desk (800)457-3642.